



KANSAS DEPARTMENT OF CORRECTIONS

	INTERNAL MANAGEMENT POLICY AND PROCEDURE	SECTION NUMBER	PAGE NUMBER
		08-101D	1 of 5
		COMMUNICATION: Public Information Program	
Approved By:  Secretary of Corrections		Original Date Issued:	04-27-16
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APPLICABILITY:	<input type="checkbox"/> ADULT Operations Only	<input type="checkbox"/> JUVENILE Operations Only	<input checked="" type="checkbox"/> DEPARTMENT-WIDE
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POLICY STATEMENT

The Department shall establish a Public Information Program to work actively and constructively with other components of the criminal justice system, the public, and the news media, (ACO 2-1A-27) to inform and educate the public of special events, issues, policies, and procedures within the Department. (ACI 3-4021; APPFS 3-3027) Approved news releases and other information regarding special events and incidents of special interest shall be disseminated to the media in a timely and controlled manner with such limitations as necessary to preserve the security and operations of departmental facilities and privacy considerations of staff and offenders. (ACO 2-1A-27-01; ACI 3-4021-1; APPFS 3-3028). The public information program shall be reviewed annually to determine its effectiveness in implementing this policy, and the program shall be updated as necessary. (ACO 2-1A-25)

A Public Information Manager shall serve as the primary spokesperson for the Department and shall be responsible for developing and maintaining the Departmental information program. At each facility, a public information officer shall be designated by the warden or superintendent to respond to routine requests for information and serve as spokesperson for the facility. Within each parole region, routine requests for information shall be directed to the parole director who shall serve as the public information officer and spokesperson for the parole region. (ACO 2-1A-27-1; ACI 3-4021-1; APPFS 3-3028)

DEFINITIONS

Freedom of Information Officer: An employee appointed by the Secretary of Corrections and responsible for: preparing educational materials, brochures, and information concerning the Open Records Act; responding to inquiries relating to the Open Records Act; and assisting with resolving disputes relating to Open Records Act requests.

Public Information Officer: An individual assigned the responsibility to coordinate a public information program of a facility or parole region.

Public Information Manager: The Central Office designee responsible for the overall administration of the Department's public information program.

Social Media: A website or application that allows for individuals to share information with users by using text, video or photo.

PROCEDURES

I. Responsibilities of the Public Information Manager

- A. The Department's Public Information Manager shall be responsible for:
1. Establishment and maintenance of guidelines identifying which types of information requests should be responded to by the public information officer and which should be responded to by the public information manager or designee;
 2. Establishment and maintenance of guidelines for use of the Department Social Media accounts;
 3. Support and consultation for public information officers;
 4. Preparation and distribution of a departmental newsletter and news releases approved by the Secretary or designee;
 5. Initiation and maintenance of contacts with statewide media representatives; and
 6. Response to all media inquiries received in the Central Office.

II. Designation of Public Information Officers (ACI 3-4021-1; APPFS 3-3028)

- A. Each warden/superintendent/parole director shall designate a public information officer for their respective facility or parole region, and provide the Public Information Manager the name of the person so designated.
- B. Any changes in personnel designated as public information officer shall be reported to the Public Information Manager within ten (10) working days of the change.

III. Duties of the Public Information Officer

- A. The public information officer shall be responsible for:
1. Initiation and maintenance of contacts with local media representatives;
 2. Initial review and screening of all written or verbal requests for information from the media received within the facility or parole region;
 3. Preparation and distribution of news releases approved by the director, warden, superintendent, or designee;
 4. Response to all routine requests for information from the media received within the facility or parole region; and (ACO 2-1A-27-1; ACI 3-4021-1; APPFS 3-3028)
 5. Overall coordination of the facility's or parole region's public information system.

IV. Responses to Requests for Routine Information

- A. Inquiries from other agencies, officials, the media or the general public regarding operations or specific offenders shall receive an accurate and timely response (ACO 2-1A-26) in accordance with IMPP 05-101D with due regard for applicable confidentiality statutes and regulations. (ACI 2-1A-27-1; ACI 3-4021-1)
1. Requests from Federal, State, and local legislators for information about operations or specific offenders shall normally be responded to within three (3) working days of receipt of the request. (ACO 2-1A-26; ACI 3-4020)

2. Media access to facilities and/or offices shall be in accordance with provisions of IMPP 08-104D.
- C. Requests from family, friends, and concerned citizens shall be responded to within ten (10) working days.
 1. General concerns from the public shall be the responsibility of all state employees and may be addressed verbally or in writing.
 2. Information provided shall be in accordance with IMPP 05-101D.
 3. Significant responses shall be documented appropriately and placed in the corresponding file.

V. Responses to Requests for Information Under the Kansas Open Records Act

- A. All requests for information relative to the Kansas Open Records Act shall be forwarded immediately by facsimile transmission to the designated KDOC Public Information Officer in Central Office.

VI. Responses to Requests for Emergency Information

- A. All Departmental staff receiving inquiries or media requests for information regarding an emergency situation shall refer the inquiry/request to the appropriate public information officer or the KDOC Public Information Manager.
- B. Media contacts, pre-scheduled news conferences and news releases concerning emergency situations shall be in accordance with provisions of Emergency Plans, per IMPP 19-101D.
 1. Media access to facilities and/or offices during an emergency situation shall be in accordance with IMPP 08-104D.
- C. All news releases regarding emergencies shall be reviewed and approved by the Secretary or designee and the Chief Legal Counsel if the emergency has system-wide impact, or as determined appropriate by the Secretary:
 1. The deputy secretary responsible for a specific area of departmental operations and the Chief Legal Counsel; or,
 2. The director, warden/superintendent, and assigned legal counsel when the emergency situation is local.
- D. The Public Information Manager and/or the public information officer shall verify the accuracy of information and coordinate all releases of information consistent with concerns for privacy of staff and offenders, and the interest of safety and secure operations of the office or facility involved in the emergency.

VII. Use of Social Media Websites

- A. The Department is permitted to utilize Internet-based social media websites for distribution of public messages pertaining to the Department of Corrections.
 1. The Public Information Manager shall approve, monitor and oversee all social media websites.
 - a. The Department of Corrections, including office or facility location, shall be clearly identified on the social media website.
 - b. All content shall be posted in a neutral fashion, not promoting a business, personal opinion or political point of view.

- c. All content posted shall be for business purposes only.
- 2. All material posted on social media websites shall be considered public in nature.
- 3. Facebook
 - a. Local social media coordinators shall provide a personal account to which to link the office/facility page.
- B. Requests for social media websites shall be submitted in Accordance with Attachment A.
 - a. The attachment shall be filled out to create the social media account and to create additional users.

VIII. Special Events Coverage (ACI 3-4021-1; APPFS 3-3028)

- A. The Public Information Manager and public information officers shall provide advance information and invitations to the news media, local and State legislators and the public of events sponsored by the Department of Corrections, its facilities or offices.

IX. Annual Review of the Public Information Program (ACO 2-1A-25)

- A. The Secretary of Corrections or designee shall annually evaluate the effectiveness of the Public Information Program through a review of:
 - 1. News releases;
 - 2. News clippings from newspapers throughout the state as provided by news services, and/or departmental staff;
 - 4. Correspondence and/or verbal comments received by the Secretary or other KDOC staff; and
 - 5. Involvement in social media sites, including posting and communication.
- B. The Public Information Manager shall be responsible to update the Public Information Program as determined necessary following the annual review, or at any time adjustments to the program are deemed necessary.

NOTE: The policy and procedures set forth herein are intended to establish directives and guidelines for staff and offenders and those entities who are contractually bound to adhere to them. They are not intended to establish State created liberty interests for employees or offenders, or an independent duty owed by the Department of Corrections to employees, offenders, or third parties. Similarly, those references to the standards of various accrediting entities as may be contained within this document are included solely to manifest the commonality of purpose and direction as shared by the content of the document and the content of the referenced standards. Any such references within this document neither imply accredited status by a departmental facility or organizational unit, nor indicate compliance with the standards so cited. The policy and procedures contained within this document are intended to be compliant with all applicable statutes and/or regulatory requirements of the Federal Government and the state of Kansas. This policy and procedure is not intended to establish or create new constitutional rights or to enlarge or expand upon existing constitutional rights or duties.

REPORTS REQUIRED

None.

REFERENCES

K.A.R. 44-1-103
IMPP 05-101D, 08-104D, 19-101D
ACO 2-1A-25, 2-1A-26, 2-1A-27, 2-1A-27-1
ACI 3-4020, 3-4021, 3-4021-1
APPFS 3-3027, 3-3028

ATTACHMENTS

Attachment	Title of Attachment	Page Total
A	Social Media Authorization	1 page(s)

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Request for Office Social Media Page

Date: _____

Name of requestor: _____

Division and office: _____

1. What social media account(s) are you requesting for your office/facility?

2. Clearly state the business need that the requested social media account(s) will address for your specific office/facility:

3. Who will be tasked with publishing information to the requested account(s)?

If granted, the Public Information Manager will create the requested account, having access to the user name and password. Any modifications to authorized users shall come from the Public Information Manager.

I understand that the Public Information Manager may revoke this consent at any time except to the extent that action has been taken in reliance on it, and that in any event the consent expires automatically without my express revocation upon the occurrence of the following time, date, circumstances, event or condition:

Name (Printed)

Name (Signature)

(Date)

Supervisor

Public Information Manager

☐ Approved

☐ Denied